

Career Opportunity
Department of Labor and Industrial Relations
State of Hawaii Executive Branch

VACANCY ANNOUNCEMENT

UNEMPLOYMENT INSURANCE ASSISTANT V (SR-13) - Waipahu
Recruitment # 11-012
Salary: \$15.01 Hourly

Opening Date: September 15, 2010

Closing Date: Continuous

DUTIES SUMMARY

Responsible for independently performing journey level work, which involves the full range of cases, including the most difficult in one or more of the functional areas of the Unemployment Insurance program and other related duties as assigned.

MINIMUM QUALIFICATION REQUIREMENTS

Applicants must meet all the requirements for the position they are seeking as of the date of the application, unless otherwise specified. Please note that unless specifically indicated, the required education and experience may not be gained concurrently.

Your possession of the required amount of experience will not in itself be accepted as proof of qualification for the position. Overall paid or unpaid experience must be of such scope and responsibility as to conclusively demonstrate that you have the ability to perform the duties of the position. Note: Your calculation of experience must be based on full-time, 40-hour work weeks. Part-time experience must be pro-rated. Example: 12 months of experience at 20 hours/week is equivalent to six (6) months of experience, not one (1) year. Also, hours worked in excess of 40 hours/week will not be credited. Example: 12 months of experience at 60 hours/week is equivalent to one (1) year of experience, not one and a half (1 ½) years.

To qualify, you must meet all of the following requirements:

Basic Education/Experience: Possession of a high school diploma **OR** experience requiring the ability to read, comprehend and apply written directions and a high degree of verbal skill in addition to the ability to make basic mathematical computations, including percentages and averages. This experience may be met from part-time and/or unpaid work. There must, however, be evidence that participation was on a continuous basis but not necessarily on a full-time normal work basis.

General Experience: Two (2) years of progressively responsible general office clerical experience which involved some public contact.

Substitutions Allowed:

A. Successful completion of a substantially full-time equivalent clerical, stenographic or secretarial curriculum leading to a degree or diploma at an accredited community college; or at a business or technical school which included courses in basic English, arithmetic, general clerical procedures, and office machines may be substituted for a maximum of one (1) year of General Experience provided the duration of the training was for a year or more.

B. Successful completion of a substantially full-time equivalent clerical, stenographic or secretarial curriculum leading to a degree, diploma or a certificate of achievement at an accredited community college, business or technical school which was for a period of less than one (1) year may be substituted for General Experience on a month-for-month basis provided the training included courses in basic English, arithmetic, general clerical procedures and office machines.

C. Partial Completion of Clerical Training

- 1.** Completion of half (1/2) a school year of substantially full-time clerical, stenographic or secretarial curriculum at an accredited community college, business and/or technical school which included courses in basic English, arithmetic, general clerical procedures and office machines, may be substituted for six (6) months of General Experience.
- 2.** Completion of one (1) school year (of a program of more than one (1) year in length) of substantially full-time clerical, stenographic or secretarial curriculum at an accredited community college, business and/or technical school which included courses in basic English, arithmetic, general clerical procedures and office machines, may be substituted for one (1) year of General Experience.
- D.** Education in an accredited university in a baccalaureate program with courses in English composition and college mathematics may be substituted for experience on the basis of 15 semester hours for six (6) months of General Experience, up to a maximum of two (2) years.

Specialized Experience: Two (2) years of progressively responsible work experience requiring the knowledge and application of Unemployment Insurance laws, rules, regulations and procedures.

APPLICATIONS MAY BE OBTAINED FROM THE FOLLOWING: www.hawaii.gov/labor/jobs

or

Department of Labor and Industrial Relations Personnel Office

830 Punchbowl Street, Room 312
Honolulu, Hawaii 96813
Monday thru Friday 8:00am-4:00pm

(Closed on State Observed Holidays and Scheduled Furlough Days)

Submit completed Application and Required Supplemental Questionnaire to:

Department of Labor and Industrial Relations, Personnel Office, 830 Punchbowl Street, Room 312, Honolulu, Hawaii 96813.

Mailed applications must be postmarked by midnight of closing date.

**UNEMPLOYMENT INSURANCE ASSISTANT V – PT Intermittent (SR-13) - Waipahu
Supplemental Questionnaire – Submit with Application**

1. REQUIRED SUPPLEMENTAL QUESTIONS

The responses you provide to these Supplemental Questions will be used in combination with your application to determine whether you meet the qualification requirements and/or your final score. Failure to provide detailed and complete information may result in your application being rejected or receiving a lower score. Please do not submit a resume in place of completing the Supplemental Questions.

In general, proof of education obtained from and/or submitted through the internet will not be accepted. Education obtained outside the United States must be comparable to education earned at an accredited school in the United States. We also reserve the right to request further information about your academic program, evidence of comparability, or an original transcript.

To receive credit for substitute, on call or volunteer experience, applicants should submit an official letter of verification. The letter should include the job title, employment dates, number of hours worked, a description of duties performed, a contact name, and phone number.

Any information you submit may be verified. Supporting documents must be submitted within five working days of the filing of your application.

When applying for this position, I understand that I must thoroughly complete the Education and Work Experience sections of my application and the Supplemental Questions. This includes a detailed description of each position that I feel qualifies me for the job I am seeking.

I have read the above statement and understand that failure to provide sufficient detailed information may result in my application being rejected or my receiving a lower examination score. I also understand that I may not submit resumes in lieu of filling out the application or answering the Supplemental Questions. However, I may attach a resume to the application to provide additional information.



I acknowledge I have read and understand the above information.

**Unemployment Insurance Assistant V – Part Time Intermittent– (SR-13) Waipahu
Recruitment #11-012**

Print Name

Signature

Date

Name: _____

2. GENERAL EXPERIENCE REQUIREMENT

Do you have at least Two (2) years of progressively responsible general office clerical experience which involved some public contact as described in the job announcement? If **Yes**, please identify each experience you would like us to consider and provide the following information. **All employers listed below should also be listed on your application. Treat each change in employer or position separately.**

The information for each employer should include:

- a. Name of employer, your job title, and dates of employment.
- b. What was the **primary function** of your position? What were your **major** duties and responsibilities?
- c. What percentage of time was spent on performing clerical tasks?
- d. Describe your public contact experience, if any. Include the type of clients or people served, how frequently you dealt with them, and the purpose of your contact.
- e. Describe how your duties and responsibilities differed from those of your own supervisor.

3. SUBSTITUTION OF EDUCATION FOR EXPERIENCE

Do you have education as stated in the job announcement to be substituted for experience?

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Yes

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No

If **Yes**, you must submit copies of your official transcripts, identified by job title and recruitment number, as verification.

4. SPECIALIZED EXPERIENCE REQUIREMENT

Do you have at least Two (2) years of progressively responsible work experience requiring the knowledge and application of Unemployment Insurance laws, rules, regulations and procedures. as described in the job announcement? If Yes, identify each experience you would like us to consider and provide the following information. **All employers listed below should also be listed on your application. Any information you submit may be verified. Treat each change in employer or position separately.**

The information for each employer should include:

- a. Name of employer, your job title, and dates of employment.
- b. Description of this employer, services provided and clientele served. Was this a federal or State office? What kinds of benefits were issued? To whom?
- c. What was the **primary** function of your position? What were your **major** duties and responsibilities? In your description, avoid the use of vague terms such as "processed claims," "assisted clients," etc.
- d. Describe in detail, your work experience involving unemployment insurance claims. What did it involve? What percentage of time, or average number of hours per week, was spent performing duties involving unemployment insurance claims vs. other duties?
- e. Describe your supervisory duties. Include the number and job titles of positions supervised, dates, and description of your supervisory duties.
- f. How did your responsibilities and authority differ from those of your supervisor?

Name:

5. ADDITIONAL INFORMATION

Do you have any other information related to this position that you would like us to consider? If No, so state. If Yes, submit a hard copy addendum with this supplemental questionnaire to our office identified by job title and recruitment number.

- 6.** Supporting documents such as transcripts, driver's license, or professional licensure as described in the job posting must be on file with the Department of Labor and Industrial Relations (DLIR) to complete your application.

Note: You must re-submit supporting documents to DLIR if they were submitted to the:

1. City & County of Honolulu;
2. Hawaii State Judiciary;
3. Hawaii Department of Education;
4. State of Hawaii - Department of Human Resources Development

Please select from one of the statements below:

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Supporting documents are attached.

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Supporting documents were previously submitted to the State of Hawaii, Department of Labor and Industrial Relations

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Supporting documents are forthcoming and will be mailed to: Department of Labor and Industrial Relations, 830 Punchbowl Street, Room 312, Honolulu, Hawaii 96813.